



QA MINUTES November 24, 2009

Committee Members In Attendance:

Heather Stevens Shawna Watts
Mike Selegue Jennifer Schwind

I: MAJOR UNUSUAL INCIDENTS

The committee discussed two MUI's from October. One of the MUI's involved a client who became aggressive towards a staff member. The client was transported to the hospital for evaluation. The client and staff member were unharmed during this incident. There was some discussion among the committee members about how a situation with an aggressive client should be handled. Historically these incidents have resulted in a client being evaluated for hospitalization.

II: ABUSE AND NEGLECT AND DUTY TO WARN

There were six reports made to Child Protective Services during October. The reports that were made were made in a timely fashion to the appropriate county's CPS office.

There were no "duty to warn" report filed during October.

A committee member questioned whether or not he has to complete a report if a client's guardian called Adult Protective Services due to concerns for their own safety due to the client. Since the agency was not directly involved in the report being made the answer was no.

III: TRANSFERS FROM STATE HOSPITALS

There were three community hospitalizations to be reviewed. All clients were seen within a week, less than the 14 day requirement.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

There were no plant/physical health and safety occurrences to report. Most issues reported involve cleaning or minor repairs that are taken care of within a few days.



V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

The committee discussed the chart review process; the chart list has been added to the SOC website so that reviewers can access the list easier, however due to a glitch, the QA Coordinator must be notified so that the reviewers name can be added to the list.

The passing threshold for chart and peer review is being lowered from 95% or 90%, due to the initial feedback and review of the most recent chart reviews. Ninety percent was the threshold for peer review in the past before the two processes were combined during the forms revision. The charts are being held to a much higher standard than previously, so this change does not result in lowering the passing standard or mean that the requirements are lower to pass.

The QA Coordinator has completed the high utilization review and the results will be reported in the November QA report. General findings were discussed with the committee including that CIS had a very positive impact in the last 90 days of the review process on chart completeness; almost all notes were in charts and reflected what was billed. In addition, generally if there were issues with documentation it was able to be recovered in almost all instances from the computer to be placed in the chart. The overall results of the review were good and the few errors that were found were related to specific staff and have been addressed.

VII: UTILIZATION REVIEW

Utilization of all service types has remained steady, the intakes for new clients has remained strong.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during October.

IX: PROFESSIONAL STAFF ORGANIZATION

The QA training has been scheduled for December in the Lancaster office. Staff who were asked to attend include all chart reviewers and committee members who have not attended a QA training in the last year, all new staff to the agency, and all staff in the Licking County office.

A “scope of practice” form update is underway for all staff. The plan is to scan all of these so that all QA reviewers will have access to this information during the review process.

X: REVIEW OF WAITING LIST

No clients are on a waiting list. The number of new clients has remained strong--there were 133 new intakes during the month of October.

The committee discussed the 30 new clients that were seen in the Licking county office. New client referrals continue to be very strong in that office, staffing and space are likely to become an issue soon. Dr. Hedges and Dr. Robitaille are already discussing plans to deal with these issues.

The committee discussed wait issues with other service providers in the community due to funding cuts.

XI: REVIEW OF SERVICES UNDER CONTRACT

Daniel DiSalvo, CNP continues to provide services in the Columbus office.

XII: FOCUSED REVIEW AREA

The focused area for November is to conduct a medical emergency drill and to invite the members of a consumer advocacy group for input regarding agency services. In the past few years, the agency had conducted consumer meetings at Our Place to get consumer feedback regarding needs and services within the community. Due to the closure of Our Place we will need to find another way to do this.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

Dr. Hedges and Mike Selegue will be meeting soon to discuss the AOD program review. The forms for the review are already in draft form and a plan is in place to generate the client list.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were two informal client grievances during October. The committee discussed the informal grievance involving a client and guardian. This informal grievance was resolved with the client and guardian after agency staff consulted with a local attorney and the agency's malpractice insurance.

XV: TREATMENT OUTCOMES REPORTING

There was no discussion of outcomes.

XVII: GENERAL DISCUSSION

Next meeting is scheduled for December 22, 2009.